



(IWD & Re-Employment Services) Kaizen Event Report Out

“RESonators”

April 27 - May 1, 2009

The Opportunity

The “RESonators” Team

Mike W.



Dennis Schwartz; Mike Rohlf; Pat Callan; Mike Wilkinson; Steve Budrevich; John Williams; John Good; Renee Miller; Shan Seivert; Madhavi Gangawarapu; Diane Poisel; Maggie Wilcox; Kathy Provost;



Scope

Shan

- This event will address the Reemployment Services process from when a claimant files an unemployment claim to when the claimant is employed and not drawing unemployment insurance.

Goals

Diane

- Increase the % of UI claimants served by RES by 100%
- Reduce the average number of weeks of those on RES claiming UI to 1 week less than that of all others claiming UI

Objectives

Renee

- Process that can be modeled in all IWD regions
- Produce quantifiable results
- Establish measures to determine results
- Establish a method to measure the effectiveness of the process
- Identify staffing plan
- Identify skills competency for staff
- Define for IT: the reports needed



Objectives

Renee

- Migration from mainframe to I-WORKS
- Stimulate the economy by producing effective employees
- Integrate with other community partners
- Goals are determined for the regions
- Regional service delivery models are used in all IWD Regions
- Accessible program and process documents in a central file
- Align RES program with Integration model



Kaizen Methodology

John

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Kathy



Brainstorming

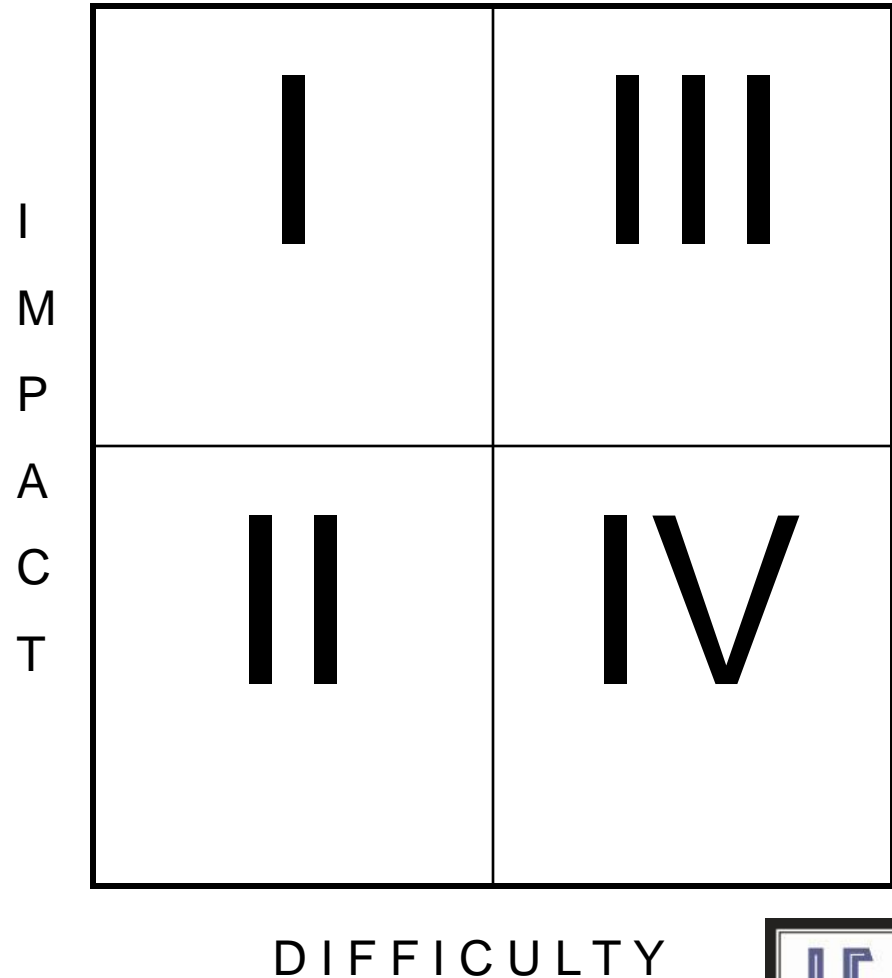
John W.



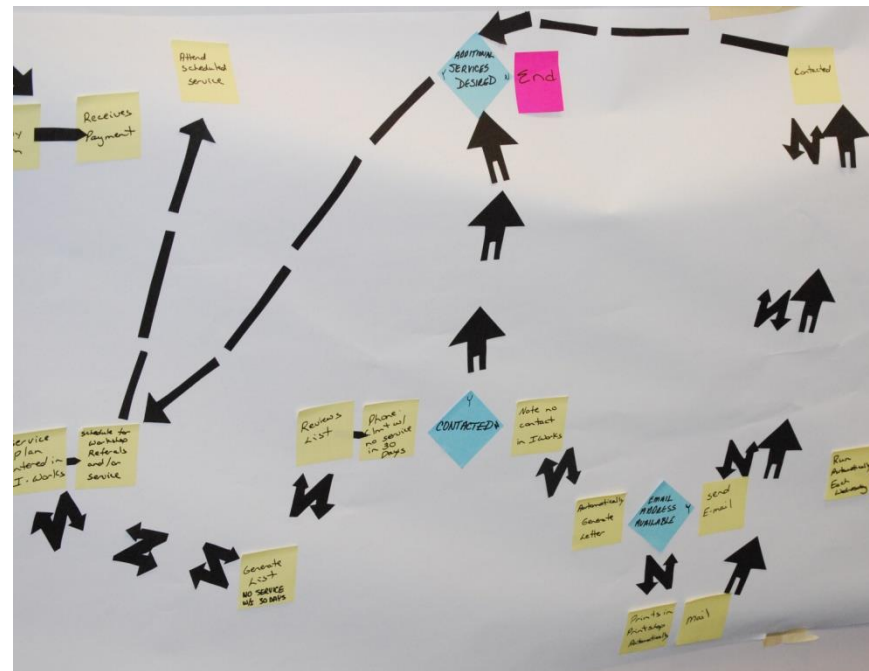
De-selection Process

Pat

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



Mike W



Results

Maggie

	Current	New	% Change
Total Steps	142	58	-59%
Total Delays	13	4	-69%
BC Delay Time - Days	21 days	19 days	-10%
WC Delay Time - Days	90 days	55 days	-39%
Value Added Steps	4 (2.8%)	4 (6.9%)	+4.1%
Decisions	46	25	-46%
Loop Backs	8	4	-50%
Total Handoffs	28	23	-18%
BC Lead Time - Days	1.94	0.89 days	-54%
WC Lead Time - Days	4.1	1.63 days	-60%



Homework

Steve

Item	Assignment	Who	When	Status
1	• Data on how many drop off every week if not selected by each region	Steve	30 day	
2	• Staff can decide length of class, content, when, where	Renee	30 day	
3	• Notice to claimant could be re-designed	Kathy	30 day	
4	• Duplication of Services (WIA & IWD – Iowa Advantage)	Renee	90 day	
5	• Whenever we “enter” into database, there are two entries (RS02 & IWORKS)	Steve	90 day	
6	• Are we required to keep copy of service plan	John	30 day	
7	• Reported VS. Completed	Steve	90 day	
8	• Minimum requirement to feds vs. what IWD wants (outcomes, performance measures, ROI)	Renee	90 day	
9	• No data to help guide decisions	Renee	90 day	
10	• Staff training for RES services	Renee	6 month	
11	• Not every region has adequate # of computers for claimants	Renee	30 day	
12	• Marketing services (methods & cost)	Mike W.	60 day	
13	• Query able form	Pat	60 day	
14	• Percent of errors on paperless model used by Cedar Rapids	Mike W.	30 day	
15	• Orientation process (how will it look?)	Renee, Diane	60 day	
16	• Electronic verification of BRI	Shan	6 month	
17	• What steps fall under which IT function? (RS02 & IWORKS where does the data fall?)	Steve	90 day	
18	• Give partners authority to facilitate portions or contribute financially to partner	Renee	30 day	
19	• Identify appropriate assessment	Mike W.	90 day	
20	• Better leverage partner resources/funding	Renee	6 month	
21	• Debit card and direct deposit only	Shan	6 month	
22	• Do away with paper claims	Shan	30 day	
23	• Solicit customer satisfaction survey	Renee	6 month	
24	• Computer literacy for claimants	Renee	90 day	
25	• Staff training – LMI SME	Renee	6 month	
26	• Involve business in planning	Diane	60 day	

LEAN

State of Iowa
Continuous Improvement

Homework

Steve

27	• Develop job shadowing by career interest	Diane, Renee	60 day	
28	• Every claim has all available data	Shan	6 month	
29	• Offer online assessment	Mike W.	60 day	
30	• Incentive for participation	Diane	90 day	
31	• Hire trainers with passion	Renee	90 day	
32	• Strategies for sustainability	Renee, Mike W.	6 month	
33	• Establish equitable goals	Renee	60 day	
34	• Reporting system for all RES related programs (priority for development))	Renee	30 day	
35	• Template for service plan in IWORKS	John, Steve	6 month	
36	• Identify staffing plan	Renee	30 day	
37	• Accessible program and process documents in a central file	Steve	30 day	



Team Member Experience

Madhavi, Renee, & Kathy



Comments

- Dennis IWD

**We welcome your
questions and comments!**

